MULTIMEDIA UNIVERSITY

STUDENT IDENTIFICATION NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 2, 2016 /2017

BTD2824 – TRAINING AND DEVELOPMENT

(Distance Education)

27 FEBRUARY 2017
9:00 a.m. – 11:00 a.m.
(2 Hours)

INSTRUCTIONS TO STUDENTS

1. This question paper consists of **1 page**, excluding this cover page.
2. There are **SIX (6)** essay questions worth **25 marks each**.
3. Please answer **ANY FOUR (4) out of the SIX (6)** questions. The total marks for this exam is **100 marks**.
4. Please write **ALL** your answers in the **ANSWER BOOKLET** provided.

There are 6 essay questions. Each question is worth 25 marks.
Answer ANY FOUR out of the 6 questions below.

1. Prior to sending employees for training, it is necessary for organizations to determine whether or not a particular training is needed and how ready employees are to attend the training. **Training needs assessment (TNA)** is therefore the important first step in the training design process. Describe the **three (3) elements of TNA**.

(Total = 25 marks)

2. Training professionals have long referred to human **learning theories** in understanding how humans learn. This knowledge is then used to design effective training programs. Name and describe **any three (3) learning theories** and their **implications** on employee training.

(Total = 25 marks)

3. It is important that managers be supportive when it comes to employee training. Describe the **six (6) levels of management support for training**.

(Total = 25 marks)

4. In evaluating the effectiveness of its training programs, organizations must determine the criteria for evaluation. Describe **Kirkpatrick's four (4) level framework of training evaluation criteria**.

(Total = 25 marks)

5. If you were a manager in charge of training a group of new interns in your company. How best would you train them? Make references to **at least five (5) training methods** discussed in the course to come up with your answer.

(Total = 25 marks)

6. In developing employees, nothing can be better than giving them actual hands on experience on the job. Providing employees with a variety of job experiences will do wonders in terms of their development. In fact, research has shown that most employee development occurs through job experiences. Describe **six (6) ways** that **job experiences** can be used for **employee development**.

(Total = 25 marks)

(End Total = 100 marks)

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